

## What is the Adult Mental Health Consumer Survey?

**This newsletter presents the results of the FY 2005 Adult Mental Health Survey, an annual survey of consumers receiving mental health services from the state of Texas.**

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The Adult Mental Health Consumer Survey was adapted from the Mental Health Statistics Improvement Program (MHSIP) Consumer-Oriented Report Card in 1997 to measure consumer perception of mental health services. Involved in the development of the survey from the very beginning, FY 2005 was the *ninth* year that Texas conducted the survey. This newsletter reports on the 2005 survey results.

## How Was the Survey Conducted?

To accurately represent the adult consumers who receive services from the state of Texas, a random sample of 1,910 mental health consumers 18 years or older was selected to receive a survey. The surveys were sent in June 2005. Consumers were informed that the

survey instrument consists of 28 items that relate to services received over the past twelve months. It is two-pages, in both English and Spanish. Each item is a positive statement about services, such as "Overall, I am satisfied with the services I received." The survey items are grouped into five areas ("domains"): *Satisfaction* (with services), *Quality/ Appropriateness* (of ser-

vices), *Access* (to services), *Outcome* (as a result of services), and *Participation in Treatment*. This year, the survey also included two new pilot items about *Criminal Justice Involvement* that MHSIP asked the states to test.

survey was voluntary, confidential, and that their providers would not see their individual responses. They were asked to send the completed survey directly to HHSC in a business reply envelope by August 31, 2005. When a survey was returned unopened due to an incor-

rect address, HHSC contacted the appropriate MHA to find a more recent address and resend the survey.

## How Were the Results Calculated?

Consumers rated each of the survey items on a scale of 1-5:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

In the analysis, ratings of Agree and Strongly Agree were combined and ratings of Disagree and Strongly Disagree were combined. For simplicity, column headings in this newsletter of Agree, Neutral, and Disagree refer to

these collapsed categories. The survey results focus on the “agreement rates,” which refer to the Agree and Strongly Agree responses, or “positive” responses. An 87% Satisfaction agreement rate means

that 87% of the respondents agreed with the items in the Satisfaction domain.

## How Many People Received and Completed the Survey?

At the time the sample was created, there were 66,074 adult mental health consumers in services at MHAs. Sampling protocols indicated that we needed at least 382 completed surveys to be confident in the results and have a 95% confidence level. Because our past experience has shown that only 20% of all mailed surveys are completed, we sent five

times that number (1,910) to increase the possibility of achieving that target. HHSC received 515 completed surveys, well exceeding the goal of 382 and yielding a 32% return rate. The “margin or error at 95% confidence” means this: 60% of the consumers surveyed agreed with the items in the Outcome domain. Therefore, out of 100 times that a



similar survey was given to all the consumers in Texas who received services, 60% +/-4.3% (or approximately 56-64%) of them would report positive experiences with the Outcome of their services.

Population Size	Surveys Sent	Surveys Sent Adjusted	Surveys Needed	Completed Surveys Returned	Return Rate	Margin of Error at 95% Confidence
66,074	1,910	1,627	382	515	32%	+/-4.3%

## Who Completed the Survey?

Approximately two-thirds of the respondents were female. Sixty percent were in their 40's or 50's, 29% were 18-39 years of age and 11% were 60 years of age or older. Fifty-five percent were White, 23% were Hispanic, and 20% were Black.

Thirty seven percent of the consumers had a primary diagnosis of Schizophrenia, 35% had Major Depression, and 26% had Bipolar Illness. These breakdowns were equivalent to the demographics of last year's survey respondents.

The respondents' demographics generally reflected the demographics of the consumers who were sent surveys and the overall service population. There were a few possible exceptions: women and older consumers (50 or older) were slightly more likely to complete the survey than their counterparts.

	Consumers Who Responded		Consumers Sent Surveys	
	Number	Percent	Number	Percent
<b>Gender</b>				
Female	331	64%	1,118	59%
Male	184	36%	793	42%
<i>Total</i>	<i>515</i>	<i>100%</i>	<i>1,911</i>	<i>100%</i>
<b>Age</b>				
18 - 29	53	10%	362	19%
30 - 39	100	19%	444	23%
40 - 49	183	36%	649	34%
50 - 59	124	24%	313	16%
60 - 69	46	9%	114	6%
70+	9	2%	29	2%
<i>Total</i>	<i>515</i>	<i>100%</i>	<i>1,911</i>	<i>100%</i>
<b>Race/Ethnicity</b>				
Black	101	20%	399	21%
Hispanic	118	23%	438	23%
White	281	55%	1,017	53%
Other	15	3%	57	3%
<i>Total</i>	<i>515</i>	<i>100%</i>	<i>1,911</i>	<i>100%</i>
<b>Primary Diagnosis</b>				
Bipolar disorder	135	26%	536	28%
Major depression	180	35%	653	34%
Schizophrenia	188	37%	661	35%
Other	12	2%	59	3%
<i>Total</i>	<i>515</i>	<i>100%</i>	<i>1,909</i>	<i>100%</i>

## Domain Results: What Did Consumers Say About Services?

A large majority of consumers (87%) responded positively to items related to their *Satisfaction* with services. A majority (83%) also reported positive experiences with the *Quality* of the services. Smaller, but still notable, majorities of consumers responded positively to items regarding *Access* to services (79%) and *Participation in Treatment* (72%). However, only 60% of the consumers surveyed perceived the *Outcome* of their services as positive. *Outcome* is typically the lowest scoring domain among all states that administer this survey.

The following graphs show that agreement rates in all domains had been stable until

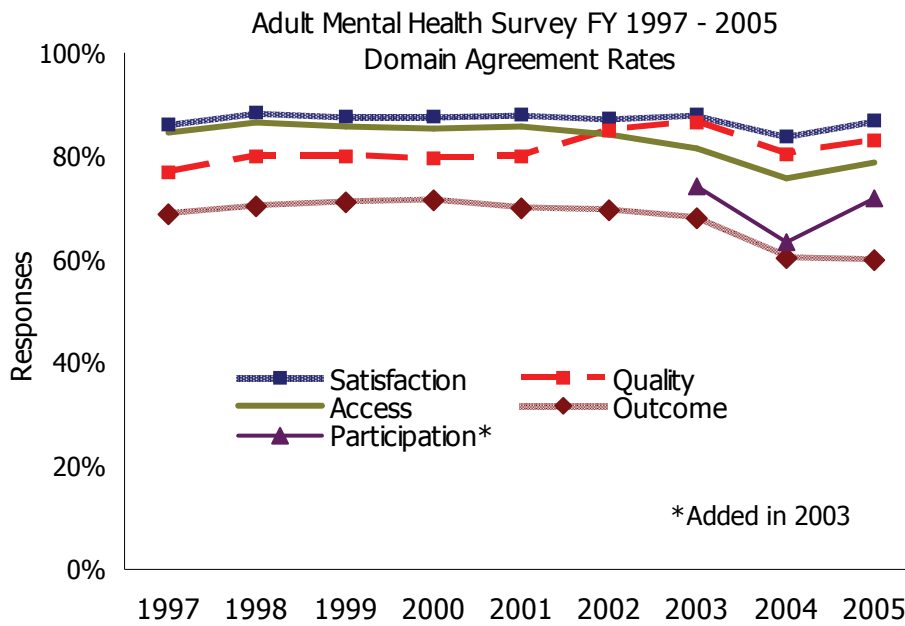
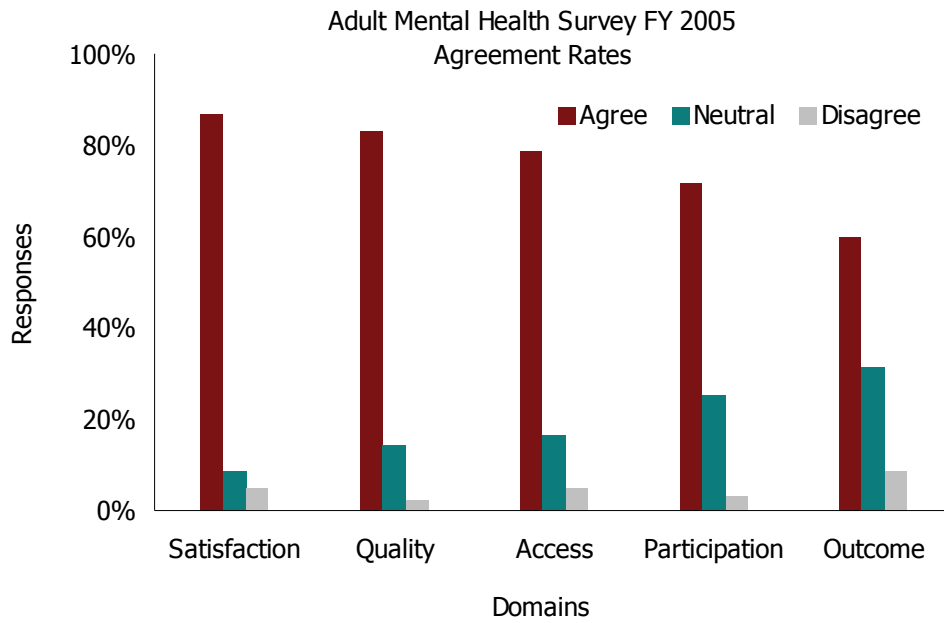
last year, when there was an average of 7% drop in each domain. For the 2005 survey, with the exception of the *Outcome* domain, all the domain agreement rates increased, approaching where they were previous to 2004. *Outcome*, on the other hand, remained as low as last year. Another change over time is that, in 2002, the *Quality* agreement rate began to increase, while the *Access agreement rate* began to decrease.

All apparent changes in the results over time must be considered

with caution. MHSIP has made changes to the survey instrument over the years, adding, subtracting, and rewording some of the items. These changes may have impacted the results. Moreover, last year Texas changed the survey method significantly. Prior to 2004, enough surveys were sent to consumers at each Mental Health Authority (MHA) to allow comparison between MHAs. The MHAs themselves hand-delivered or mailed the surveys to the consumers. Beginning

last year and again this year, to reduce the MHAs' workload, HHSC designed a smaller survey at the overall state level and mailed the surveys directly to the consumers. It is possible that the decrease of the agreement rates in 2004, followed by a partial recovery of the agreement rates in 2005, is related to the change in survey method. Results from next year's survey will provide more information on trends.

Domain	Number of Responses	Agree	Neutral	Disagree
Satisfaction	514	87%	9%	5%
Quality	496	83%	15%	2%
Access	515	79%	17%	5%
Participation	487	72%	26%	3%
Outcome	490	60%	31%	9%



## What Did Different Groups of People Say?

A consumer's gender did not appear related to whether or not they had a positive opinion of services. However, more consumers in the older age groups responded positively than their younger counterparts. Meanwhile, fewer Black

consumers reported positive experiences with their *Participation in Treatment* and *Outcome* of services than consumers in the other racial/ethnic categories. On the other hand, more Hispanic consumers responded positively in

four of the five domains. As for primary diagnosis, fewer consumers with Bipolar Illness reported positive opinions of services than consumers with other diagnoses.

		Satisfaction	Access	Quality	Participation	Outcome
	Number of Responses	Agree	Agree	Agree	Agree	Agree
Gender						
Female	331	87%	79%	82%	72%	61%
Male	184	86%	79%	85%	72%	58%
Age						
18 - 29	53	79%	70%	82%	62%	54%
30 - 39	100	84%	78%	81%	71%	58%
40 - 49	183	87%	78%	84%	72%	57%
50 - 59	124	90%	82%	84%	73%	62%
60 - 69	46	89%	78%	86%	76%	78%
70+	9	100%	100%	88%	86%	88%
Race/Ethnicity						
Black	101	85%	79%	81%	65%	47%
Hispanic	118	87%	82%	90%	78%	68%
White	281	88%	78%	81%	72%	61%
Other	15	73%	60%	79%	71%	57%
Primary Diagnosis						
Bipolar	135	84%	71%	76%	67%	55%
Major depression	180	88%	82%	84%	69%	56%
Schizophrenia	188	88%	81%	87%	77%	68%
Other	12	83%	75%	82%	73%	55%

## Item Results: What Did Consumers Say About Services?

There was a wide range of response to the individual survey items. The item that received the highest agreement rate was #13, “I was given information about my rights” (91%). The

item that received the lowest agreement rate was #26, “I do better in school and/or work” (45%). This item was much lower (12 percentage points) than the item with the second lowest agree-

ment rate, #28, “My symptoms are not bothering me as much” (57%). This pattern is the same as the item results last year.

Domain	Items	Number of Responses	Agree	Neutral	Disagree
Satisfaction	1. I like the services that I received here.	512	89%	7%	4%
Satisfaction	2. If I had other choices, I would still get services from this agency.	514	82%	9%	9%
Satisfaction	3. I would recommend this agency to a friend or family member.	515	88%	6%	6%
Access	4. The location of services was convenient.	513	83%	10%	7%
Access	5. Staff were willing to see me as often as I felt it was necessary.	513	82%	10%	8%
Access	6. Staff returned my call in 24 hours.	506	75%	13%	13%
Access	7. Services were available at times that were good for me.	508	87%	7%	6%
Access	8. I was able to get all the services I thought I needed.	513	81%	12%	7%
Access	9. I was able to see a psychiatrist when I wanted to.	511	75%	13%	12%
Quality	10. Staff here believe that I can grow, change and recover.	513	77%	16%	7%
Participation	11. I felt comfortable asking questions about my treatment and medication.	512	88%	8%	4%
Quality	12. I felt free to complain.	512	79%	12%	10%
Quality	13. I was given information about my rights.	513	91%	5%	4%
Quality	14. Staff encouraged me to take responsibility for how I live my life.	514	83%	11%	6%

Table continued on following page →

Domain	Items	Number of	Agree	Neutral	Disagree
Quality	15. Staff told me what side effects to watch out for.	511	81%	10%	9%
Quality	16. Staff respected my wishes about who is and who is not to be given information about my treatment.	495	91%	7%	3%
Participation	17. I, not staff, decided my treatment goals.	490	70%	16%	15%
Quality	18. Staff were sensitive to my cultural background.	488	83%	13%	4%
Quality	19. Staff helped me obtain the information I needed so that I could take charge of my managing my illness.	495	80%	10%	9%
Quality	20. I was encouraged to use consumer-run programs.	492	77%	12%	10%
Outcome	21. I deal more effectively with daily problems.	489	74%	17%	10%
Outcome	22. I am better able to control my life.	487	72%	19%	9%
Outcome	23. I am better able to deal with crisis.	487	65%	21%	15%
Outcome	24. I am getting along better with my family.	485	72%	18%	11%
Outcome	25. I do better in social situation.	487	59%	23%	17%
Outcome	26. I do better in school and/or work.	442	45%	31%	24%
Outcome	27. My housing situation has improved.	482	61%	24%	15%
Outcome	28. My symptoms are not bothering me as much.	483	57%	25%	19%





## What Were the Results of the New Pilot Items?

In addition to the 28 items on the regular AMH survey, this year the Mental Health Statistics Improvement Program (MHSIP) requested that states using the AMH survey instrument test new items related to *Criminal Justice Involvement*. The

*Criminal Justice Involvement* items seek to measure whether or not the consumer's criminal justice involvement decreased while he or she was in services. The items ask the consumer if he/she has been arrested in the "past 12 months" and/or the

"12 months prior to that." Few of the respondents reported arrests during either time period. Twenty-three respondents (5%) reported that they had been arrested in the past 12 months; approximately the same number, 22 respondents

(5%), reported that they had been arrested during the 12 months prior to that. MHSIP's national analysis of all states' pilot data will allow further exploration of these results.

Pilot Items	Total Responses	Yes		No		Don't know/ Don't remember	
		Number	Percent	Number	Percent	Number	Percent
29. Were you arrested, for any reason, during the past 12 months?	486	23	5%	454	93%	9	2%
30. Were you arrested, for any reason, during the 12 months prior to that?	487	22	5%	454	93%	11	2%

This newsletter is produced by Strategic Decision Support, a division of the Texas Health and Human Services Commission. Please direct any questions or comments regarding this newsletter or its contents to:

[csds@hhsc.state.tx.us](mailto:csds@hhsc.state.tx.us)

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BH 1950      **953**  
Center for Strategic Decision Support  
P. O. Box 13247  
Austin, Texas 78711